

# Distance Support

A world of support at your fingertips

## Anchor Desk

*I need to . . .*

**The Fleet's Information Super Highway**  
**[www.anchordesk.navy.mil](http://www.anchordesk.navy.mil)**

Bruce Branham  
SEA 04L13  
202-781-3287

**Adapting and transitioning today's support infrastructure and business processes  
to the tools and technology of eBusiness and Information Technology.**



# ***Distance Support***

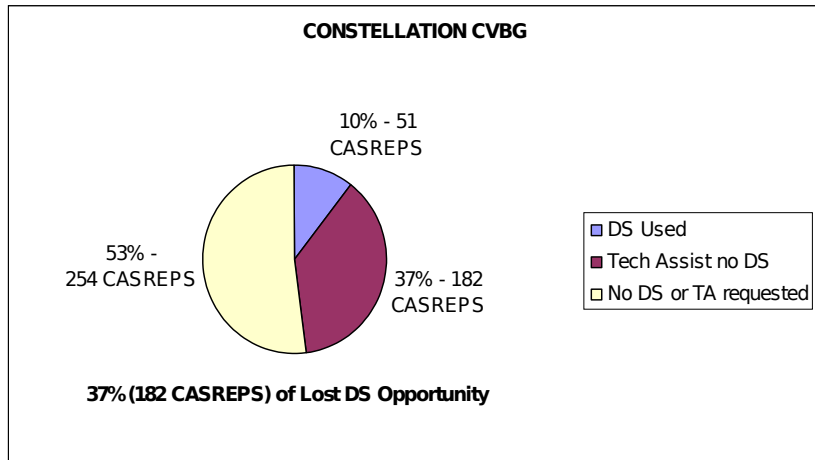
*What Does the Distance Support  
Provide the Sailor at sea?*

## **New tools and processes for simplifying access to:**

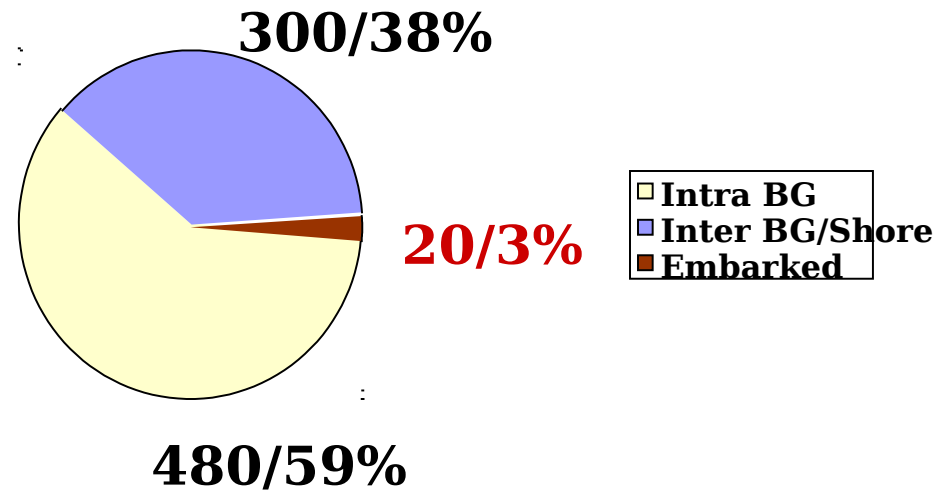
- Technical and Logistic Data and Support
- Supply Data and Support
- Training Data and Support
- Administrative, and Personnel Data and Support
- Personal Support

# CASREP/Distance Support Resolution Metrics

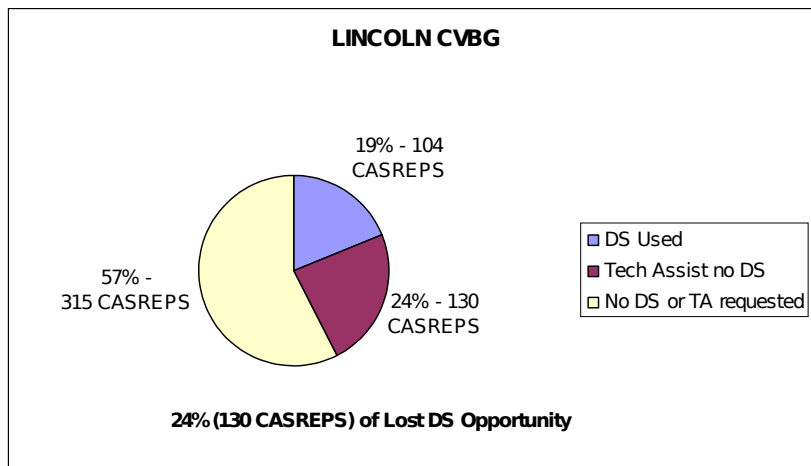
*Pre DS BG Baseline Jan-Aug 00*



*Operation Enduring Freedom  
Battle Force\* July - December  
01*



*Initial DS BG Aug 00-Jan01*



**\*Kitty Hawk,  
Theodore  
Roosevelt,  
Enterprise,  
Carl Vinson  
CVBG's  
and the Pelieu  
and Bataan ARGs**



**Distance Support Portal**

A world of support at your fingertips

**Anchor Desk**

*I need to . . .*

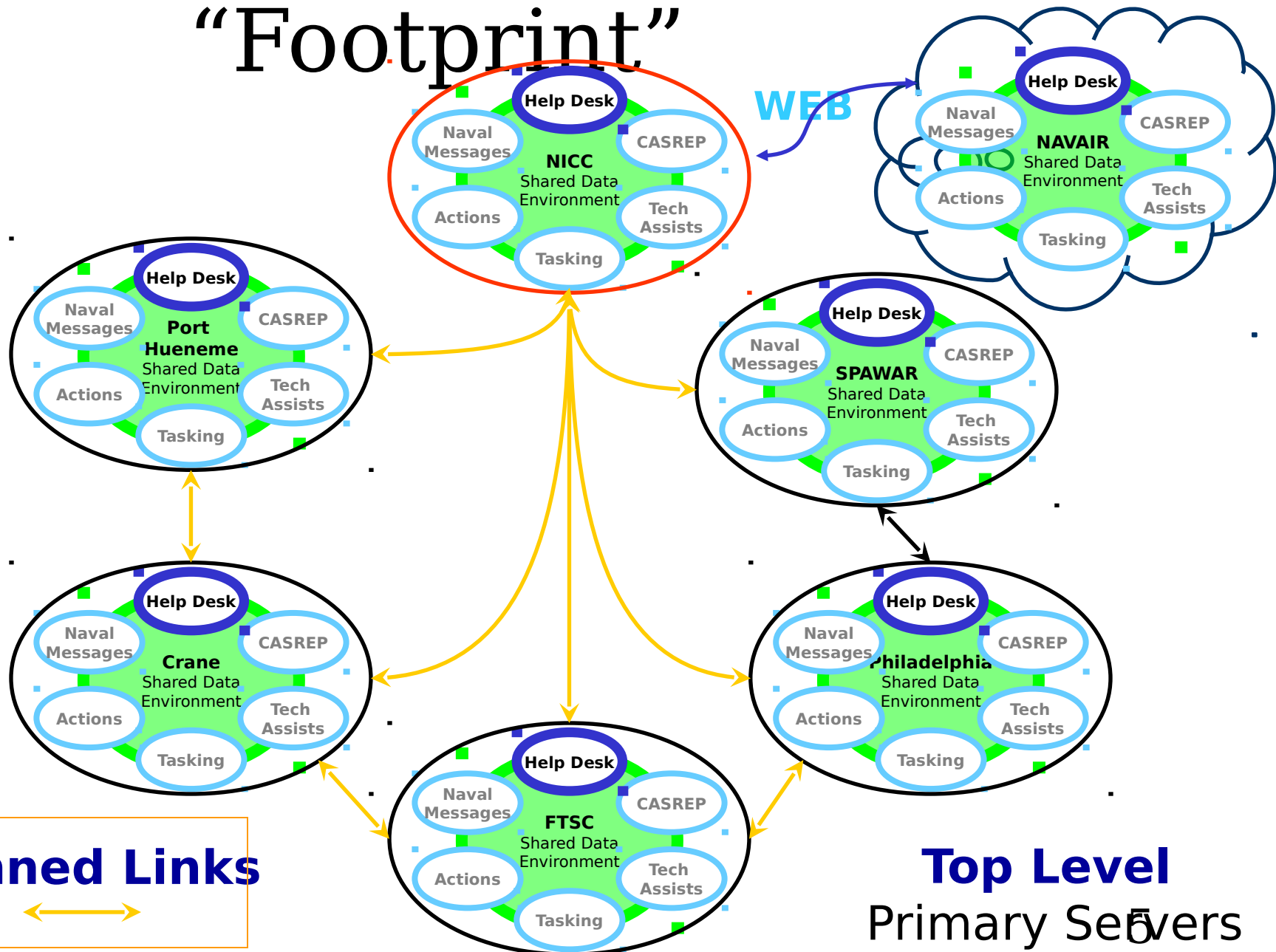
# ***Distance Support***

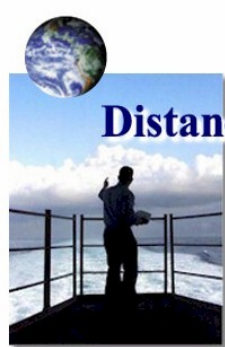
*What Does the Distance Support  
Provide the Support Infrastructure?*

## **New tools and processes for process, service and product improvement**

- Collaborative Environment
- Common Customer Relation Management Solution
- Shared Data Environment
- Standardized Metrics and Improvement Environment

# Today's DS CRM "Footprint"





**Distance Support Portal**

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*I need to . . .*

# Shared Data Elements &

## Metrics

### ➤ Metrics:

- Counts of Trouble Tickets
- Response Times
- Urgency of Request
- Category of Trouble Ticket
- CASREP Avoidance
- Embarked Tech. Assist Avoidance

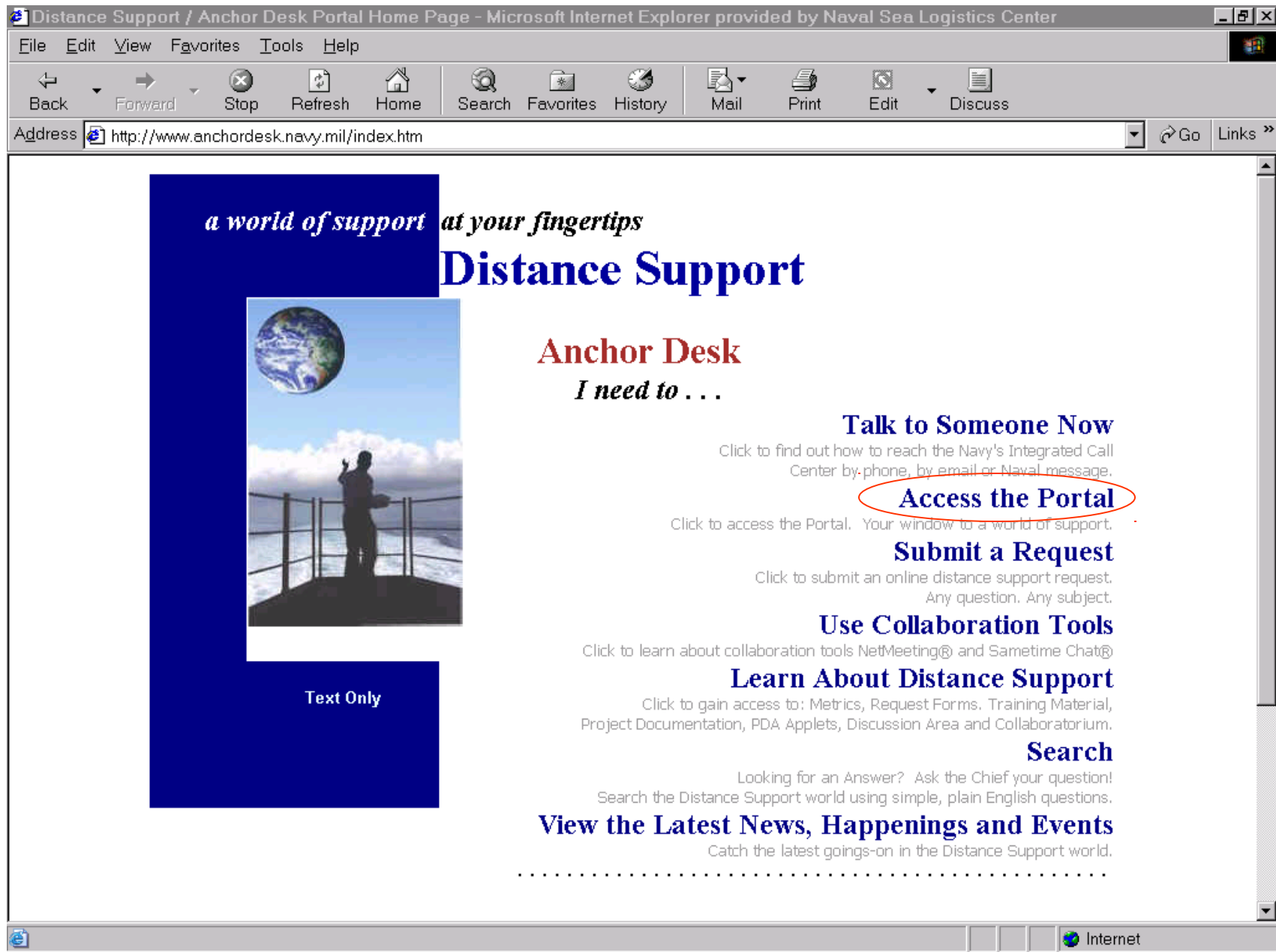
26 Data Elements,  
10 Mandatory

Tracking Number
Date/Time Open
Date/Time Closed
Status
Urgency
Customer POC
Customer (Ship / Company) Name
Customer UIC
Customer Phone
Customer Email
Ship Hull & Number
Problem Dec
Subject ID
Problem Resolution Summary
SOS UIC
SOS POC
Long Term Issue Code
ECD
Key Identifier Type
Key Identifier Code
Nomenclature
Work History
CASREP
Did we avoid CASREP
Did we avoid Tech Assist (visit)
Method of Request



# Metrics Status

- NICC Metrics Available ... NOW
- Balanced Scorecard tailored to specific customer and readily accessible on the Web
- Ships Material Condition Metrics Website
  - Can Link to any Oracle Based Database
    - Contains Ships' 3-M Data
    - Contains Anchor Desk Data
  - Allows for detailed Drill Down
  - Uses Balanced Score Card Approach





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Address <http://www.anchordesk.navy.mil/Mainmenu.htm>

Go Links »

# Distance Support Portal

Chaplain & Spiritual Support

Information Technology

Medical

Operational

Ordnance

Personnel / Quality of Life

Supply

Technical Systems / Eqpt.

Training



## Toolbox

Call/Email for Assistance

Collaboration Tools

- Sametime® Chat
- NetMeeting®
- Support Kit

Submit a Question Online

Submit a Deficiency Report

Submit a Tech Solution

more links ...

portal  
user's guide

more about  
distance support

site  
map

metrics

search

home

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Please read the *Department of Defense Consent and Notice* and our *Privacy and Security Notice*.

Page last updated: 08/21/01  
URL: [www.AnchorDesk.Navy.Mil/MainMenu.htm](http://www.AnchorDesk.Navy.Mil/MainMenu.htm)

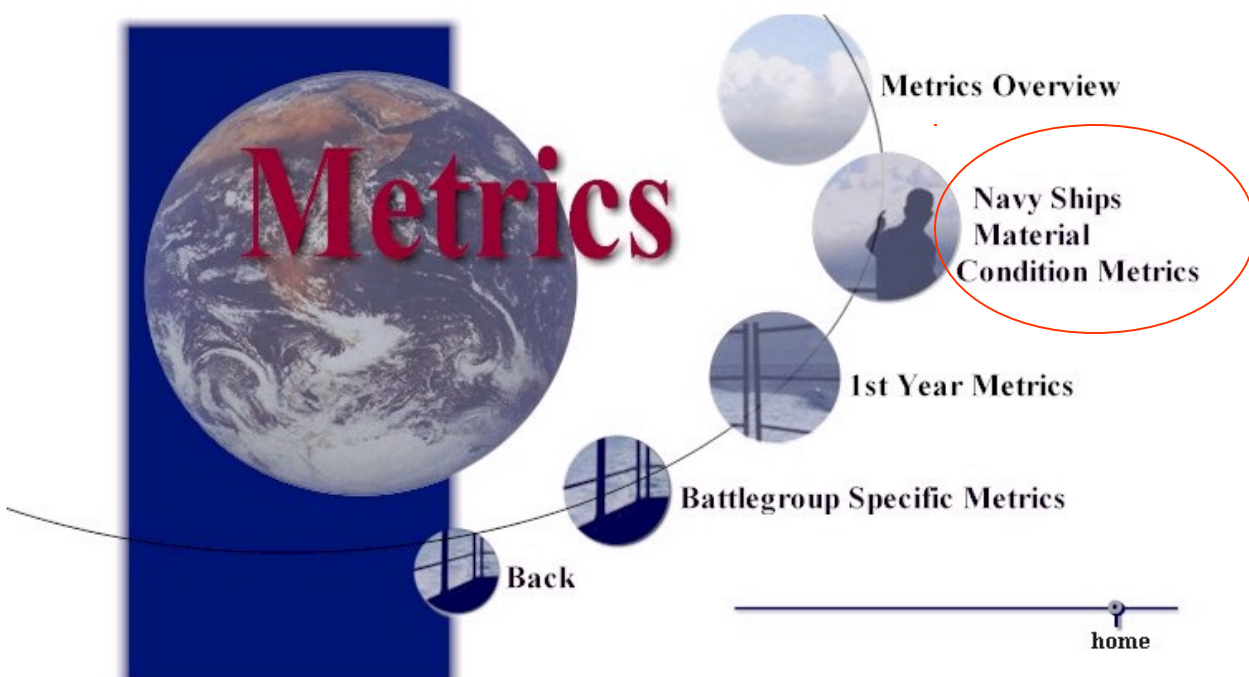
Internet

Distance Support/ Anchor Desk Metrics Main Menu - Microsoft Internet Explorer provided by Naval Sea Logistics Center

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss

Address <http://www.anchordesk.navy.mil/metrics/MetricsMainMenu.htm> Go Links »



The graphic features a large image of Earth on the left. To its right, a series of circular icons are connected by a curved line. The icons represent: Metrics Overview (clouds), Navy Ships Material Condition Metrics (ship silhouette, circled in red), 1st Year Metrics (ship hull), Battlegroup Specific Metrics (ship hull), and Back (ship hull). Below the 'Back' icon is a 'home' button with a house icon.

**Metrics**

Metrics Overview

Navy Ships  
Material  
Condition Metrics

1st Year Metrics

Battlegroup Specific Metrics

Back

home

(Note: If you came to this Metrics page from the Portal CD-ROM version or the text-only version, please use your browser's 'Back' button to return.

Page last updated: 04/03/01  
NAVSEALOGCEN, 2000

Start Novell... Inbox - ... DS Inst... Pitch for... Microso... RE: NM... SURFL... Explorin... Distan... Internet 3:34 PM

## Navy Ship Material Condition Metrics

[Login](#)[Registration](#)[Forgot Password?](#)

**Site Description:** This site provides a single point of entry for Maintenance, Logistics, and Readiness related information as well as personalized Metric information. The user can create personalized scorecards containing multiple metrics to monitor ship performance, budget concerns, etc.

# Login

**NOTE:** Userids and Passwords are now CASE sensitive.

To report problems with this site or problems accessing this site, please contact customer support at **Anchor Desk** or dial 1-877-418-6824.

This site is jointly sponsored by NAVSEA, CINCLANTFLT and CINCPACFLT.

# Navy Ship Material Condition Metrics



SMCM

Metric Data

Links

My Metrics

User Account

Site Search



## New Scorecard

Official  
Scorecards

Scorecards and  
Groups

## Scorecard Criteria

- ☒ Battle Group
- ☒ Ship Class
- ☒ Ship Type and Hull
- ☒ UIC
- ☒ EIC
- ☒ APL
- ☒ ESWBS
- ☒ CDM

## Available Metrics

☒ Hide Restricted Metrics ☐ Show All Metrics Category:

- |   |   |
|---|---|
| <input type="checkbox"/> Allowance Effectiveness                  | The percentage of needed maintenance items allowed onboard, computed based on the date of the maintenance action. The complement of this is Not Carried Rate. |
| <input type="checkbox"/> Anchor Desk Average Call Completion Time | The average time it takes the Anchor Desk to complete a request for assistance, including customer confirmation.  |
| <input type="checkbox"/> Anchor Desk Average Time to Resolution   | The average time that an answer was provided to the requestor. This does not include time awaiting final confirmation from the requestor.                     |
| <input type="checkbox"/> Anchor Desk Calls Completed              | The number of Anchor Desk help requests that were resolved and confirmed by the customer.   |
| <input type="checkbox"/> Anchor Desk Calls In Progress            | The number of Anchor Desk help requests that are open and have not been completed.  |
| <input type="checkbox"/> Anchor Desk Calls Resolved               | Number of calls responded to by the Anchor Desk but not necessarily confirmed closed by the requestor.  |
| <input type="checkbox"/> Anchor Desk Calls Submitted              | The number of help requests submitted via the Anchor Desk.  |
| <input type="checkbox"/> Anchor Desk E-Mail Technical Assists     | Number of Anchor Desk assistance requests answered via e-mail.  |
| <input type="checkbox"/> Anchor Desk Percent Calls Rejected       | The Percentage of Anchor Desk help requests considered complete due to rejection of the call by the Anchor Desk.  |
| <input type="checkbox"/> Anchor Desk Phone Technical Assists      | Anchor Desk assistance requests answered by phone   |
| <input type="checkbox"/> Anchor Desk Routine                      |   |

Show Criteria

Next>

# Navy Ship Material Condition Metrics



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## New Scorecard

Official  
Scorecards  
Scorecards and  
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## All NAVY ANCHOR DESK METRICS

	1 MONTH (2002 03)	AVG 6 MONTHS (2001 09 - 2002 02)	AVG 12 MONTHS (2001 03 - 2002 02)	12 MONTH MIN	12 MONTH MAX
Anchor Desk Average Time to Resolution	-----	73.4 ↓	68.4 ↓	14.5 2002 02	107.4 2001 10
Anchor Desk Calls Completed	-----	575 ↓	679 ↓	472 2001 11	866 2001 07
Anchor Desk Calls Submitted	-----	604 ↑	693 ↓	475 2001 11	866 2001 07

Copy

Edit

☐ Default  
Scorecard

Show  
☐ Scorecard  
Criteria

Create List

Create Graph

Navy Ships Material Condition Metrics - Microsoft Internet Explorer provided by Naval Sea Logistics Center

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Address <https://nslcweb2.navsea.navy.mil/Metrics/Home.html> Go Links »

# Navy Ship Material Condition Metrics

SMCM Metric Data Links My Metrics User Account Site Search  Go

Level: Scorecard | Graphs

**New Scorecard**  
Official Scorecards  
Scorecards and Groups

## Create Graph

Anchor Desk Average Time to Resolution

Anchor Desk Calls Resolved

Anchor Desk Calls Submitted

☐ Create individual graphs  
☒ Create single graph  
☐ Create combination and individual graphs

Create Graph View Scorecard Criteria

Done Internet

# Navy Ship Material Condition Metrics



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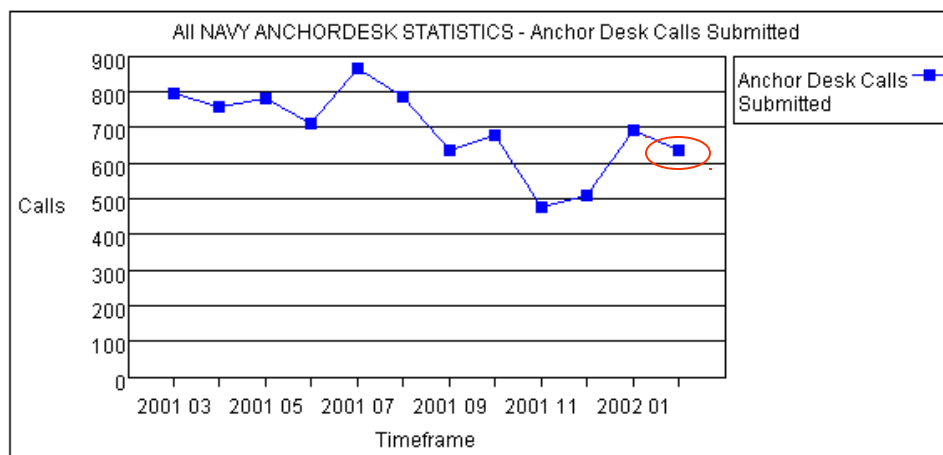


New Scorecard

Official  
Scorecards  
Scorecards and  
Groups

Level: Scorecard > Graphs > Single

Download: Full Size Graphs | Excel File





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# Navy Ship Material Condition Metrics

SMCM Metric Data Links My Metrics User Account Site Search  Go

Level: Scorecard | Graph | Metrics

New Scorecard  
Official Scorecards  
Scorecards and Groups

## Create List

Anchor Desk Calls Submitted Additional Criteria - Time Period:2002 02

Number of Records to Display:  ☒ TOP ☐ BOTTOM

Search Item:

Search Criteria:

Additional Columns for List:

- Anchor Desk Average Call Completion Time
- Anchor Desk Average Time to Resolution
- Anchor Desk Calls Completed
- Anchor Desk Calls In Progress
- Anchor Desk Calls Resolved
- Anchor Desk E-Mail Technical Assists
- Anchor Desk Percent Calls Rejected

Create List View Scorecard Criteria Clear Additional Columns

Done Internet



# Navy Ship Material Condition Metrics



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New Scorecard

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Groups

Level: Scorecard | Graph | Metrics |

Download list as: Text file | Excel file | ☐ Display header on download file

## Top 25 List for All NAVY ANCHORDESK STATISTICS

Anchor Desk Calls Submitted Additional Criteria - Time Period:2002 02 ICC\_CALL:

☐ Show Scorecard Criteria

RANK ▲	ICC_CALL	NOMENCLATURE	Anchor Desk Calls Submitted ▼	Anchor Desk Avg Call Completion Time	Anchor Desk Avg. Time to Resolution	Anchor Desk Calls Completed	Anchor Desk Calls In Progress
1)	#26111	LOGSTK	1	0.2	0.2	1	0
2)	#26113	TRNTIOTH	1	0.0	0.0	0	1
3)	#26114	LOGOTH	1	1.2	0.3	1	0
4)	#26117	LOGPRCSE	1	494.1	34.1	1	0
5)	#26120	LOGPROTH	1	11.5	0.4	1	0
6)	#26121	LOGPRHME	1	0.1	0.1	1	0
7)	#26123	LOGOTH	1	366.1	372.0	1	0
8)	#26126	TECHASTC4I	1	197.2	197.2	1	0
9)	#26127	TECHDATMIMIP	1	0.2	-743.8	1	0
10)	#26128	TECHDATMIMIP	1	268.3	238.8	1	0

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Level: Scorecard | Graph | Metrics |

Download list as: Text file | Excel file ☐ Display header on download file

## Call Information :

Problem Number: 26306  
 Service Request Client Name: LOVELAND  
 Service Request Email Display: lovelandj@ponce.navy.mil  
 Service Request Activity UIC: R07201  
 Service Request Activity Name: USS PONCE  
 Service Request Hull Number: LPD 15  
 Open Date: 05-FEB-2002 13:32:47  
 Close Date: 05-FEB-2002 13:46:00  
 Subject Description: "C4I Equipment ""(TD)""

## Problem Description:

Problem Description: New Customer - Word from friend - customer has a drive failure on his ATIS server.  
 Problem Resolution: Conferenced customer with SOS Mike at GCCS-M helpdesk and Mike was able to walk him thru resolution on the ATIS server. Customer satisfied and no further action required.

## Call Resolution:

SOS Last Name: GCCS-M HELP DESK  
 SOS UIC: N65236  
 SOS Org Name: SPAWAR (GCCS-M)  
 SOS Email: jmcishlp@spawar.navy.mil  
 Support Request Created:  
 Resolution Sent: 05-FEB-2002 13:43:00

Call Information | Problem Description | Call Resolution | Tech Data | Back



# Metrics & Data

- Each Command has a Distance Support Advocate
  - Identify Metrics Requirements
  - Participate in DS Metrics and Business Rules meetings
    - Support Provider Working Groups
    - Fleet Working Group
- We need to know your requirements to develop a useful system